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Subject: Closure Procedures

Effective Date: July 1, 2010

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## **SSI & CYSHCN ELIGIBLE**

Update Received:

Topeka Closure

Information not received

1. HCP summary will give reason not eligible and specify the date services expire (which is date authorizations expire if in place).
2. In WebBFH—Cases & Application, enter close date & reason. (use date authorizations expire).
3. In WebBFH—Application—close to CYSHCN
4. Patient Notes-enter SSI case management & closed to CYSHCN with reason for closure.

Financial Margin:

1. Send CYSHCN Letter #1 with amount of annual margin.
2. Send CYSHCN Letter #2 if active authorizations.
3. Cases & Application—close to CYSHCN (use date authorizations expire).
4. Patient Notes-enter SSI case management & closed to CYSHCN with reason for closure.

Wichita Closure

1. Information not received-note on computer to Administrative Specialist.
2. Wichita closes their own and sends copy of closure letter to Topeka.

New SSI & CYSHCN not eligible:

1. HCP summary will give reason not eligible.
2. Cases & Application—close to CYSHCN (same date application received).
3. Patient Notes- SSI case management & closed to CYSHCN with reason for closure.
4. If financially ineligible, send letter #1

## **SSI CASE MANAGEMENT**

Update:

1. No letters (acceptance or closure)
2. Applications-every year CYSHCN line is to show application received date & closure date (same date used for both).
3. Summary of HCP indicates why not CYSHCN eligible.
4. Complete tickle

New SSI—CYSHCN application received

1. SSI open date is **date disability began**, if known
2. HCP indicates why not eligible.

*All services are limited to available CYSHCN funding and reimbursement rates.*

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3. No acceptance, closure or follow-up letters sent.
4. Patient Notes entry—Open SSI case management only...
5. Complete tickle

**CYSHCN**

## Update received:

1. Not financially eligible, information not received or no XIX application—send Denial Active Case Letter indicating all the reasons.
2. In WebBFH—Cases,
  - i. change status to Closed,
  - ii. Closed Date is the date the current annual authorizations expire (usually child's DOB).
  - iii. Choose an appropriate Close Reason.
3. In WebBFH—Applications
  - i. Previous application and Update application—close, use the date the current annual authorizations expired
2. In WebBFH—Patient Notes
  - i. Add Note: Type will be Status, Completion Date will be the date used above, enter \*\*\*closed\*\*\* reason for closure
    - a. i.e. \*\*\*Closed\*\*\* Financial verification not received

## Update not received:

1. Send Denial Active Case Letter the parents or guardian
2. Cases & application close with date the application was due back
3. Patient Notes-closed-update not received.
4. Complete tickle (clerks)

No Medicaid application, or clinic appointment since last HCP—if stated in last HCP that KBH needs to be done, one time clinic evaluation authorized last year or if no XIX application after advised to apply.

1. No update sent
2. Letter #1 sent with reason

## Pending:

## Intake done-no application returned.

1. Put closure date on front of chart (date used is 30 days from intake date).
2. No letter sent
3. Stamp current date on bottom of intake & write “app not received”??.
4. Case and Application close date CYSHCY application due.
5. Patient Notes-closed-application not received. (clerks)
6. Complete tickle.

Application received-no XIX application, information requested not received, financially or medically ineligible.

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1. Put closure date on front of chart (date letter sent out)
2. Send letter #1 to parents with whatever reason.
3. Close CYSHCN the date letter goes out.
4. Patient Note-state reason closed (clerks). i.e. Closed-not medically eligible.
5. Complete tickle

**MISCELLANEOUS**

## Deceased:

1. Send sympathy letter
2. Close with date of death (if open)
3. Patient Note- child deceased (date of death, if known). If not known, indicate the date informed child was deceased.

## Over 22:

1. Approaching 22 letter sent at update time
2. Tickle for birthday
3. Send #2 to parents or applicant
4. Close with last birthday.
5. Make entry: Closed – over 22
6. Complete tickle

## Closure when authorization in place: (i.e. Medicaid non-compliance)

1. Letter #1 to parents
2. Letter #2 to parents & providers-copy on pages 1&3 of chart.
3. Close to CYSHCN (use date letter sent out).
4. Patient Note of closure & rescinding authorizations.

## Orthodontia in process:

1. Letter #2 to parents with statement saying **this case closed except for orthodontic treatment previously authorized.**
2. Narrative states-open for orthodontic care only-case closed.